Parcel sending for business

Delivering like never before

Australia Post

With Australia Post, you can send to more customers, in more ways, with local support and sustainable delivery.

Reach more customers, here and overseas

Send parcels anywhere in Australia and to over 220 countries, territories and regions, using Australia's most reliable network.

Local support everywhere

Get help when you need it: visit your local Post Office, use online support or call us during business hours.

Deliver a great customer experience

Give your customers more reasons to smile with fast shipping options, tracking notifications and an easy returns process.

Sustainable deliveries

You can let your customers know parcel postage paid via the Post Office, Online Shop, or MyPost Business account is carbon neutral.[1] Our satchel range is made with 80% recycled plastic, and we also offer sustainably sourced parcel boxes that can be recycled via kerbside recycling.

Learn more about our commitment to sustainability

Tailor every delivery to suit you and your customer

1. Choose how to create shipping orders and labels

Keep it simple and write or print address details on your packaging or ours.

Use an Australia Post online sending platform to streamline your shipping orders and labelling.

Automate your shipping orders and labelling by integrating with our eCommerce partners or APIs.

2. Choose if you want to outsource

Manage fulfilment yourself, or outsource to Australia Post Fulfilment so you don't have to create labels or pick orders.

3. Choose the speed of your delivery

Within Australia
- Standard
- Same Day
- Next Day

Overseas
View a country list and speeds available at auspost.com.au/service-updates

4. Choose delivery instructions

Leave item in a safe place if nobody is home

Capture a signature on delivery

Capture ID details on delivery

5. Send to other collection points

PO Boxes

Post Offices

Parcel Lockers

Partner locations

6. Lodge parcels your way

Lodge parcels at Post Offices or Business Centres

Book parcel pickups

7. Track and manage deliveries

AusPost online sending portals

The AusPost app

Email or SMS notifications

auspost.com.au

Choose the account or contract that's right for your business

Ideal for small businesses	Ideal for established businesses	Ideal for B2B and premium services
MyPost Business	Parcel Contract	StarTrack
MyPost Business	**Parcel Contract**	**StarTrack**
Your parcels earn you savings. Smart sending tools save you time.	Access more delivery, pickup and integration options with an annual parcel contract.	Let StarTrack help you with premium options including same-day and next-day deliveries.
No contract or eligibility criteria	2,000 parcels per annum eligibility criteria	Minimum annual spend
Move up five savings bands	Contract rates based on annual spend	Contract rates based on annual spend
Online sending portal and integrations to 15+ eCommerce partners	Online sending portal and integrations with APIs and 130+ eCommerce partners	Online management tool for StarTrack services
Parcel pickups for a fee	Free parcel pickups	Free parcel pickups
Create return labels	Create return labels or let your customers do it themselves	Returns available
Find out more		
auspost.com.au/mypost-business	auspost.com.au/business/shipping/parcel-contract	startrack.com.au

Ideal for small businesses

Send smarter with MyPost Business

With a MyPost Business account, your parcels earn you savings and smart sending tools save you time.

Save money on parcel sending

Start earning savings after spending just $50 on parcel sending over the last 4 weeks.[2]

Then watch your savings grow as you spend more, with up to 40% off domestic sending and 35% off international sending for Band 5 customers.[2]

Save time with smart sending tools

Use the online portal to create your shipping and return labels[3], manage your account and book pickups[4].

You can also integrate your MyPost Business account with eCommerce partners to automatically create shipping labels for your online orders and make sending even easier.

Lodge parcels your way

Getting your parcels out the door is simple. You can lodge them at over 4,000 local Post Offices or 13,000 street posting boxes.

If it's easier, you can book a pickup through your online sending portal.[4]

Learn how MyPost Business savings work

Create a free account today with no contract or eligibility criteria or visit your local Post Office team for more information.

Ideal for established businesses

Unlock more with Parcel Contract

If you send 2,000 or more parcels a year, you can access more delivery, pick-up and integration options with an annual Parcel Contract.

Save time when sending

Choose from flexible sending options in Parcel Send, our online platform for generating labels, booking free one-off or scheduled pickups, and more.

Plus, easy integration with our APIs and 120+ shipping platform partners help to simplify the process even more.

Competitive rates and zones

Access competitive annual contract rates that are based on your spend across all Australia Post services (excluding addressed letters).

And thanks to our expanded metro zoning, more locations across the country will have lower rates.

Help when you need it

For extra support, get in touch online or access the Business Support Portal. Our friendly team will get back to you fast, with online help also available via our chatbot.

Speak to a specialist today about a Parcel Contract. Your local Post Office will be able to provide more information.

Ideal for B2B and premium services

Take the next step with StarTrack

Let StarTrack take care of specialty B2B freight distribution and high-value or urgent B2C deliveries.

A vast road freight network

Use our extensive road logistics fleet and network – which includes 32 Road Express facilities across Australia – for reliable multi-consignment, road linehaul 'cartonised' freight services.

Behind the scenes, streamline your shipping with our API integration.

When your freight's ready to go, we offer daily pickups. And when it's out on the road, we provide comprehensive track and trace, and two redelivery attempts – proof of delivery with signature required will be sent to customers to confirm consignment delivery.

More options for fast delivery

When speed matters, you've got the option of urgent, same-day and next-day deliveries.

Our same-day, cross-town Courier service is available via pickup or from any of our 1,200+ Post Offices. And when timing matters, we deliver in the evenings and on Saturdays.

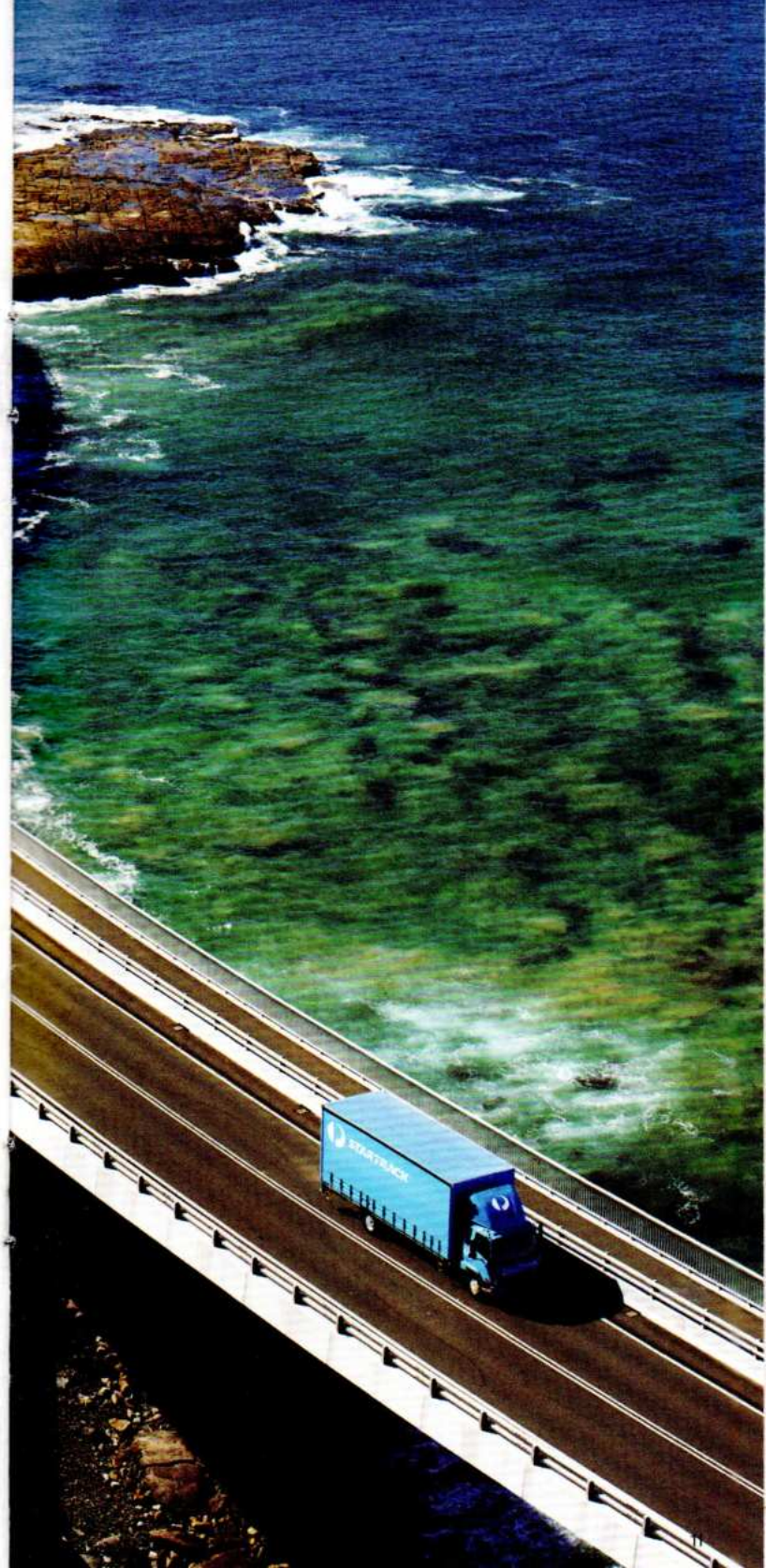
For peace of mind that your parcel lands in the right hands, we can capture recipient ID with Airlock.

Secure sending

Trust StarTrack for more important deliveries.

Our secure point-to-point delivery service – with specialist drivers who pass full security clearance – bypasses sorting facilities to get high-value items straight into the recipient's hands. It comes with full tracking and delivery confirmations for extra peace of mind.

Speak with your local Post Office for more information.



We're here when you need us

Visit your local Post Office

Use online support

Request a call back

1. Carbon offset for international parcel deliveries is to the international hub only.

2. Your savings band will be based on your spend on products and services over specific periods using your MyPost Business account, with certain exceptions. Savings are calculated on standard postage rates, and apply to MyPost Business products with certain exceptions. For more information on standard postage rates, the spend requirements of each savings band and a full list of MyPost Business products including the lists of exceptions, read the MyPost Business Postage Rates Guide.

3. The returns service is only available for domestic parcels. The service is only available for postage labels generated through the MyPost Business portal and isn't available for Parcel Post and Express Post prepaid satchels. Standard MyPost Business postage rates and savings apply.

4. The pickup service collects parcels from senders for lodgement into the Australia Post network. Additional charges apply. The pickup service is only available in major metropolitan areas, and its availability in your location will be advised by the on-screen prompts within the MyPost Business online portal. Australia Post may vary at any time the locations where the Parcel Pickup Service is available. We can collect up to 100 parcels at a time. Pickups between 9am and 5pm Monday - Friday, for orders placed before 1pm the day prior. Subsequent parcel delivery in our network is based on the postage services you have purchased. For details, read the MyPost Business Parcel Pickup terms and conditions

Australia Post

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